

## Membership Associate Position Description

Dept: Development	Reports to: Director of Advancement & Strategy	Direct Reports: None	
Type: Full-Time	FLSA: Non-Exempt	Date: 08-2019	Rev. Date:

### **Work Schedule**

Generally comprises ten eight hour days in a two week period. Some evening hours or weekend days may be required in addition to special event coverage in order to meet job requirements.

### **Travel**

0 - 10%

### **Position Summary**

In charge of the museum's membership programs, aimed at individuals who pay a yearly fee to enjoy special benefits from their support of the museum. Supports the growth of the membership program as it relates to earned income and driving new and repeat attendance. Also works in close collaboration with the Visitor Services and Museum Shop team, which serves as the on-site membership sales arm and the Interpretation Department which develops and delivers member-specific programming. Responsible for managing the departmental infrastructure, including donor software programs and general administrative requirements.

### **Essential Job Elements**

- Meets membership goals by program and category.
- Demonstrates an in depth knowledge of the Museum, its mission, culture, collection, programs and operations.
- Develops an annual membership marketing plan to acquire and retain individual members and to meet annual budget goals for the membership program.
- Employs contemporary outreach methods including but not limited to use of web-based media, direct mail, on-site and web site marketing, social media campaigns, and personal solicitation.
- Works directly with members, responds to questions, and maintains guest lists; develops, coordinates and attends membership programs.
- Works collaboratively with Wadsworth staff, especially Development, Visitor Services and Marketing/PR to achieve program goals.
- Prepares and monitors the membership budget, produces regular reports, processes monthly mailings, online membership processing and other outreach campaigns.
- Maintains accurate and current donor/member databases utilizing Tessitura software.
- Oversees member benefits and ensures timely and accurate acknowledgment and fulfillment of benefits including distribution of membership materials including membership cards.
- Assures Wadsworth website capabilities and content related to membership are current, aligned, and optimized in support of Development Department objectives.

### **Organizational Relationships**

- Reports to Director of Advancement & Strategy
- Supervises assigned volunteers and outside vendors.
- Interacts with various levels of Staff, Visitors, Members and Volunteers.

## **Requirements**

### *Knowledge*

- Bachelor's Degree; some graduate education preferred
- Three+ years' experience in non-profit membership, preferably in an arts institution with a multi-tiered program serving 3000+ members.
- Database management experience.

### *Skills*

- Solid writing and speaking ability and strong interpersonal skills.
- Excellent verbal communications with an emphasis on persuasion and generating action.
- Demonstrated time management skills and detail-orientation.
- Analytical and report writing skills.
- Access and employ job related computer software including Microsoft Office (Word, Power Point, Excel and Outlook) at an effective proficiency level.
- Must demonstrate proficiency in accessing and utilizing the Tessitura database including report generation within 3 – 6 months of assuming this role.
- Accuracy, timeliness and strong organizational skills essential.

### *Abilities*

- Works independently with limited supervision.
- Adept at correspondence and other required materials in support of membership activities.
- Well organized with a strong detail orientation and penchant for action.
- Must understand and respect confidential nature of development work.
- Customer service orientation and mindset.

## **Work Environment**

The work environment characteristics described here are representative of those an Event Associate encounters while performing the essential functions of the role:

While performing the duties of this job, the employee is frequently required to receive oral and written instructions in English and to clearly communicate in English in person, over the telephone, through email and through other electronic means. Employee is required to move about their work area, between galleries and storage areas, ascend and descend stairs; and stand and/or sit for extended periods of time. The employee is occasionally required to lift, drag and/or move up to 15 pounds unassisted. The employee is required to visually or otherwise identify, observe and assess.

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by an Events Associate. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required to do this role.

## **Disclaimer**

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

## **TO APPLY**

We are a progressive, equal opportunity employer and all candidates are encouraged to apply. You can do so by sending a cover letter (noting the reason for your interest) plus your resume to: [Staffing.Development@wadsworthatheneum.org](mailto:Staffing.Development@wadsworthatheneum.org)

Please note "Membership" in the subject line.